



## ***Administrative Office of the Courts***

### **SENIOR SYSTEM SUPPORT ANALYST**

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#### **Primary Purpose**

Provides system support of high risk, high impact elements of AOC computer and network operations for the Judicial Information Systems serving Washington's judiciary.

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#### **Distinguishing Characteristics**

Reporting to an ISD Manager, this expert, senior level position performs independently with decision making responsibility commensurate with the high level of technical expertise vested in this position. May perform lead duties for a workgroup as designated in writing by Division Director. Interacts regularly with co-workers and customers.

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#### **Duties and Responsibilities**

Configures various AOC application software products to the requirements of the user community who utilize those software products in order to support the continuous availability, reliability, and performance of the AOC installed applications.

Performs specialized system design, acquisition, installation and maintenance.

Responds to customer service requests and provides expert level troubleshooting, problem resolution and consulting.

Participates in design reviews of high risk, high impact statewide systems and services.

Provides technical mentorship and coaching to other system support staff.

Reviews and evaluates work products for accuracy and applicability.

May perform lead duties for a workgroup as designated in writing by Division Director. Lead duties include overseeing daily staffing levels and operations, planning and balancing workload, providing basic training for assigned duties, instructing and monitoring work product and quality, maintaining leave calendar and approving routine leave requests, resolving procedure or workflow conflicts, providing input to supervisor regarding managerial issues, and informing the supervisor of needs, issues and concerns.

Performs duties as required.

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## **Key Competencies**

### **Agency Values:**

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

### **Behavioral Competencies**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

### **Knowledge, Skills and Ability**

- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and clients
- Communication skills that facilitate effective, appropriate information exchanges
- Ability to effectively communicate both orally and in writing; communicate proficiently in written reports and deliver information through presentations
- Ability to understand customer expectations and meet those expectations
- Ability to identify, analyze and resolve problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to think critically, exercise judgment and make sound decisions and recommendations consistent with organizational objectives
- Skill to prioritize and adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
- Ability to manage staff, time & resources to accomplish goals & objectives
- Ability to lead, coach and mentor lower level staff
- Ability to multi-task and effectively coordinate multiple assignments
- Ability to accomplish work objectives, complete assignments set by supervisor
- Ability to self-initiate, achieve excellent results with little need for direct oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Knowledge/understanding of the overall impact of the enterprise such that they can independently deal with high risk, high profile initiatives impacting services
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product & service delivery to customers
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to expertly deploy knowledge and skills in a combination of the following technology and business areas:
  - ✓ Microsoft Office - Word, Excel, PowerPoint, Visio and Project
  - ✓ Application programming at the expert level
  - ✓ General business practices and procedures
  - ✓ General accounting practices and procedures

## **Knowledge, Skills and Ability (continued)**

- ✓ Methodologies and principles of Business Process Engineering (BPE / BPM)
  - ✓ Principles of Change Management
  - ✓ Quality Assurance methodologies
  - ✓ Packaged application systems featuring a high level of configurability to end-user requirements
  - ✓ Advanced understanding of Enterprise Architecture and Data Management
  - ✓ Advanced understanding of Software Development Life Cycle methodology
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## **Qualifications and Credentials**

A bachelor's degree in Information Technology, computer science, business administration, public administration or closely allied field;

### **AND**

8 (Eight) years of progressively responsible experience working with complex information technology systems.

A combination of education and experience demonstrating a working knowledge of the functions and typical work of the Senior System Support Analyst may substitute for qualifications listed.

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## **SALARY RANGE: 70**

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered under the Fair Labor Standards Act (FLSA).

**10/14: Updated**

**02/12: Revised Activities**

**11/09: Revised**

**12/08: Revised Min Quals**

**05/07: Established**